

JAI

JAI.367367@2freemail.com

* Age: Male,35, Married (28 / August / 1982)
* Nationality: Indian
* Current location: Dubai, UAE.
* Current position: Assistant Contracting Manager,
* Visa Status: On Visit Visa – Valid till 15 July.

***PROFESSIONAL SUMMARY***

* Passionate Tourism professional with 12 + years’ experience with a sound understanding of modern tourism management.
* In depth working knowledge in areas of Hotel Contracting, Reservations, Yield Management, Business Development, Travel Technologies, Sales & Marketing functions.
* Possess personality for leadership responsibilities and decision making.
* Strong leadership capabilities and ability to lead by example, combined with high commercial awareness to achieve the set goals & targets.
* Skilled at handling multiple tasks and projects simultaneously. Ability to take responsibility for setting and achieving performance expectations and to be accountable to deliver business outcomes to the standard required.
* Strong command over the travel business segment (Local and International) and MICE segment of the tourism business.
* Self-initiative, flexible attitude towards changes and a very effective team player.
* Proficient in recruitment and maintaining staff output with a main objective to develop employees.

**WORK EXPERIENCE**

**Nov 2012 – Dec 2017 Arabian Oryx Travel & Tourism L.L.C (Assistant Contracting Manager)**

* Responsible for procurement of supplier (Hotels, Excursions, and Transfers) contracts as per shifting of market trend and the demand pattern.
* Assuring the market specific, Hotels stopover rates, last minute offers, special offers & allocations are in place from Hotel suppliers, so as to have competitive rates and availability of Hotel products in the market.
* Monitoring the B2B online system with all the Hotel rates, special offers and allocations, thereafter ensuring the competitive rates are available to our partners.
* Coordinating with software supplier for trouble shooting in various modules (back office, accounting & B2B online).
* Ensuring the market updates with hotel rate comparison & new products, which is then contracted and negotiated for the special rates.
* Monitoring the market share and analyzing the production with suppliers for re-negotiation of existing contracts and obtaining the special deals.
* Maintaining the Hotel & Supplier affinity by frequent meetings and visits.
* Strategic planning and recommending the pricing policy.
* Assist and support the management decisions.
* Planning for target markets, marketing the services, thereafter converting them to actual market.
* Evaluating and Implementing systems and procedures for various inter department communications time to time and further, demonstrate commitment to enhance the effectiveness of the same.
* Actively review and analyze our partner’s comments and complains and take corrective action. (post sales)
* Preparing various packages depending on the market requirement.
* Organizing site inspections for the Contracting & Reservations team members to ensure the updated product knowledge is gained.
* Organizing & conducting Educational tours to overseas partners.
* Involved in local agent sales activity and Developing overseas agency partner relationships (Sales & Business Development)
* Educating the local & overseas agents on how to use our B2B portal. And extending support.
* Representing the company at the Arab Travel Market exhibitions & GIBTM Abu Dhabi.

**Nov 2007 – Oct 2012 Royal Park Tourism L.L.C / Royal Gulf Tourism L.L.C, (*ISO 9000:2008 CERTIFIED)***

 **(Assistant Reservations Manager)**

* Monitoring the market trend and the demand pattern pertaining to the hotel.
* Monitoring of partners (frequency of request) on day to day basis. Any shift in the demand pattern should be reported immediately to the management.
* Organizing necessary daily room inventory based on the forecast.
* Organizing & conducting Educational tours to overseas partners.
* Maximizing revenue for each room sold (yield earned per room night) by proactive analysis and selling with knowledge of our products and services.
* Maintain daily inventory with the help of Reservations Manager and judicially distributing thereafter.
* Provide daily reports to the reservation manager as required.
* To allocate daily tasks to subordinates.
* To maintain good public relation with all the hotels and partners from source market.
* Developing wholesaler (hotels)/ tour operator and overseas agency partner relationships.
* Responsible for preparing MIS, Sales reports, market analysis, pricing policies etc of the company & Assist and support the management decisions.
* Strategic planning and recommending the pricing policy
* Forecasting for sales, expected revenue and markets for the summer and winter seasons.
* Policy planning and implementation of revenue and yield management.
* Provide constant on the job training, counseling and discipline to entire reservation team.
* Planning for target markets, marketing the services, thereafter converting them to actual market.
* Formulating and implementing brand standards and promoting brand awareness.
* Formulating communications, events and promotions plan and implementing the same.
* To evaluate and Implement systems and procedures time to time and further, demonstrate commitment to enhance the effectiveness of the same.
* Actively review and analyze our partner’s comments and complains and take corrective action. (post sales)
* Quality management.
* Representing the company at the Arab Travel Market exhibitions
* Worked in a team responsible for over 300 million annual turnovers from room revenue.

**Dec 2005 - Nov 2007 Sharjah Carlton Hotel, Sharjah UAE**

 **Receptionist (SHARJAH CARLTON HOTEL)**

* Worked as a Front Office Receptionist and assisting the Front Office Manager in day to day work which involves Reception, Lobby management, business Center, Guest Relation; back office management, currency dealing and Reservation and day to day book keeping.
* Coordinating with other departments for the highest standard of service rendered to the Guest.
* Handling all the backups for groups, (Method of payment, contact person, check in &out, etc...)
* Good knowledge in FIDELIO 6.2.

**Feb 2004 -- Feb 2005. Oberoi Flight Services**

 **Duty supervisor “In-Flight catering division”**

* I was responsible for supervising the operational aspects of Flight catering in regards to Lufthansa, British airways, Thai Airways, Lufthansa Cargo, British Airways Cargo and other Chartered Flight That we cater to.
* Organizing and planning the catering loads, production schedule and coordinating with airlines with regards to the food, beverage and equipment to be up lifted for the flight.
* Preparation of various control reports, load increase statement, equipment Inventory and Allocation staff Duty rotations.
* Responsible for handling Customer & Passenger feedback with regards to the service and quality of the products uplifted and prepare an action plan for the same.
* Training Classes for the staff in Hygiene (HACCP), Operational Procedures, Ramp Safety and computer related classes on In-flight services, Aero cater, LSG Sky chefs and MS-Office.
* Supervising customer relations with Airline officials and other service partners.
* Coordinate with airline officials to maintain the highest standards in all aspects of OFS operation with regard to operational procedures, meeting specifications and standards required.
* Monitors aircraft catering loading and offloading in Chennai of all relevant products related to that flight.
* Administers the customer affairs database and ascertain current trends in customer feedback to produce statistical report that can impact on service enhancements. On requirement investigate the complaints fully to meet the expectations of our customers, hence provide top priority to the guest service.
* Provides support to the catering administration section by ensuring records are accurately and efficiently maintained.

**EXPOSURE TO THE HOSPITALITY INDUSTRY**

**June 2001—Oct 2001 INDUTRIAL EXPOSURE TRAINING**

* Le Royal Meridien, Chennai, Tamil Nadu, India. Industrial Trainee (4 Months)

**Appreciation Certificate:**

* Radisson GRT, Chennai, Tami Nadu, India.

**Casual training:**

* I have also involved myself in casual training in Hotels like the Park Sheraton, Chola Sheraton, Taj Coromandel, Taj Connemara, The Trident, Radisson and various other Hotels in Chennai.

**June 2000—April 2003: B,Sc. Hotel and Catering Management, extra activities,**

* I was the topper in my thesis, which I had to write in my final year on THE BAR.
* I was in- charge for the daily restaurant operations and involved myself in the organizational work required for the allocation of students to various hotels in Chennai, I was also the chief coordinator for two food festivals organized in our College(Punjabi & Goan) and inter – college competition called **DESSERT STORM**. I was also the topper for the cocktail

**Education:**

**June 2000—April 2003:**

* **Vel’s Institute of hotel and catering management ,**B.Sc in Hotel and Catering Management , Chennai, Tami Nadu, India.

**June 1998—March 2000:**

* Higher Secondary Level education from **Seventh Day Adventist Hr Sec School**, Thiruchengode, Namakkal Dt, Tamil Nadu, India.

**June 1997—April 1998:**

* Intermediate Matriculation Level education from **Seventh Day Adventist Hr Sec School**, Thiruchengode, Namakkal Dt, Tamil Nadu, India.

**Exposure in Computers:**

* Ms-Word, Ms-Excel, Ms-Power point, Hotel Management System (HMS) / Fidelio 6.20 version / Custom made Software for Travel & Tourism (Columbus).
* Involved with our software service provider in suggesting the fine tuning of our software wherever required.

**Languages Known:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Languages | English | Hindi | Tamil | Telugu | Malayalam | Urdu | Russian | Arabic |
| Speak | Fluent | Fluent | Fluent | Fluent | Fluent | Good | Good | Average |
| Read | Fluent | Fluent |  |  |  |  | Average |  |
| Wright | Fluent | Fluent |  |  |  |  | Average |  |

**Training sessions attended**:

* Firefighting.
* Handling V.I.P Guests.
* Orientation program.
* Exceeding Guest expectations.
* Handling Guest complains.
* Handling routine Reception operation.
* Conrad Customer Satisfaction courses.
* Coordinating with other departments for the highest standard of service rendered to the Guest.
* Handling all the backups for groups, (Method of payment, contact person, check in & out, etc...)
* Inhouse training “New Manager” (Travel Industry)
* Inhouse training “Managing People” (Travel Industry)

**REFERENCE:-** Can be furnished on request.

**DECLARATION:-** I hereby declare that the details mentioned above are true to the best of my knowledge.

Yours faithfully